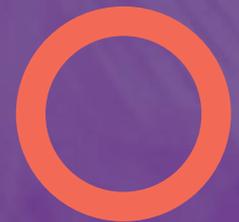


A-Z Student Guide

ESSENTIAL INFORMATION



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●●● INTRODUCTION

This A to Z guide aims to provide you with essential information on a range of issues you may encounter.

It is not meant to be exhaustive, so if it does not answer your question you should seek the assistance of your personal tutor in the first instance. Please remember that there are a range of support services in the University that are here to help you and you don't need to struggle through on your own.

●●● ABSENCE

It is extremely important that you keep the University informed if you are unable to attend classes.

Absence may affect your academic progress, so you should discuss with your personal tutor whether you may need to temporarily suspend your studies or apply for Mitigating Circumstances. If you are unable to attend an exam or complete an assessment due to an unforeseen absence beyond your control, such as significant illness, you will need to make an application for consideration of Mitigating Circumstances in writing with supporting evidence.

See www.hw.ac.uk/students/studies/record/attendance.htm for the University's attendance policy.

See the Temporary Suspension of Studies and Mitigating Circumstances sections.

●●● ACADEMIC APPEALS

An academic appeal is a formal request by a student for the review of a decision made by the University on the student's progression, assessment or academic award. Appeals are a means of redress for students where the University may not have acted in accordance with its own procedures or made a decision that is unfair or inappropriate in a student's particular circumstances.

There are valid and invalid grounds for an appeal. Appeals made on the basis of academic judgment (for example, thinking that your work deserves a higher grade) or not being aware of published procedures are not grounds for an appeal: www.hw.ac.uk/students/doc/appeal-grounds.pdf

The Student Union Advice Hub can offer independent advice on submitting an academic appeal and have produced a leaflet for guidance:

www.hwunion.com/assets/downloads/hub/appeals.pdf

Student Union Advice Hub

Opening Hours 10.00 to 16.30 Monday to Friday

0131 451 4535 advice.hub@hw.ac.uk

Scottish Borders Campus

Rachel Jackson, Student Co-ordinator

0300 103 2231

R.Jackson@hw.ac.uk

Heriot-Watt University Student Union

Pavillion 2, Flat 1,

Jean Muir Student Village,

Galashiels TD1 3JZ

●●● **ACADEMIC SKILLS AND ASSESSMENT ADVICE**

Each school has a dedicated Academic Support and Liaison Librarian who can provide support with finding and using information, citing and referencing and using EndNote.

Academic study skills support is also available to students, including guidance on planning and structuring academic writing, time management and revision through the Effective Learning Service.

Students can book appointments with the relevant Liaison Librarian directly. Information Services also co-ordinate a series of workshops called Power Hours which staff and students can sign up to attend. Topics include:

- + Academic writing
- + Citing, referencing and avoiding plagiarism
- + Finding and evaluating information
- + Presentations
- + Using IT
- + Study and lifestyle tips

Further details are available at:

www.hw.ac.uk/services/is/skills-development.htm

Study Advice and Support for New Students

www.hw.ac.uk/services/is/skills-development/study-support.htm

Personal Tutor Meetings

Make sure you arrange to meet your **personal tutor** if you have any concerns about your courses, your academic skills or any forthcoming assessments.

Online help with Maths and Statistics

<https://www.hw.ac.uk/services/is/skills-development/maths-statistics-help.htm>

Revision and Exams

<http://www.hw.ac.uk/is/skills-development/revision-exams.htm>

For Scottish Borders Campus:

<http://isguides.hw.ac.uk/textiles>



●●● ACCOMMODATION ISSUES

Edinburgh Campus:

www.hw.ac.uk/uk/edinburgh/accommodation.htm

0131 451 3385/8019

halls@hw.ac.uk

Scottish Borders Campus:

<https://www.hw.ac.uk/uk/borders/accommodation.htm>

01896 892273

bordershalls@hw.ac.uk

The Student Union Advice Hub at Edinburgh Campus and the Student Co-ordinator at Scottish Borders Campus offer advice on accommodation.

●●● ASSISTIVE SOFTWARE

We have a variety of assistive technology available at Heriot-Watt University. Our Technology Assistant is here to help you with the enabling technology that we have and can assist you with any queries or support needs.

Murray Kendall, Technology Assistant

0131 451 4349

m.kendall@hw.ac.uk

Find out about the assistive technology available at Heriot-Watt University at: <https://www.hw.ac.uk/students/health-wellbeing/edinburgh/disability/assistive-technology.htm>

Student Union Advice Hub

Opening Hours 10.00 to 16.30 Monday to Friday

Scottish Borders Campus

Rachel Jackson, Student Co-ordinator

0300 103 2231

R.Jackson@hw.ac.uk

Heriot Watt University Student Union

Pavilion 2, Flat 1,

Jean Muir Student Village

Galashiels TD1 3JZ

●●● CAREERS ADVICE

Careers advice and guidance is available to all students and recent graduates to help:

- + Develop your employability skills
- + Identify your potential career options
- + Help you to find work experience/part time work
- + Market yourself to employers

More information is available at <http://www.hw.ac.uk/careers>

Scottish Borders Campus

High Mill, 007

01896 892157 careersbc@hw.ac.uk

Open Monday to Friday 9.00 to 17.00

Edinburgh Campus

Student Wellbeing Centre, Hugh Nisbet Building

Open 9.30 to 16.00 during semester time.

0131 451 3386.

studentwellbeing@hw.ac.uk

Scottish Borders Campus

Gillian McLaughlin

Student Advisor

1st Floor, High Mill Building

01896 892178

G.McLaughlin@hw.ac.uk



●●● CARING RESPONSIBILITIES

The University seeks to support students who care “unpaid, for a friend or family member who due to illness, disability, a mental health problem or an addiction cannot cope without their support”.

If you have caring responsibilities then you should seek advice from your [personal tutor](#) or from Student Wellbeing, particularly in relation to the following areas

Absences: Where absences are related to your caring responsibilities, penalties for absence would not be appropriate. Please discuss any absences related to caring with personal tutor or a student advisor. Where absences are likely to be frequent or prolonged a [Temporary Suspension of Studies](#) may be appropriate

Mitigating Circumstances: Ongoing caring responsibilities can mean that there may be recurrent occasions when mitigating circumstances will apply.

See the [Mitigating Circumstances](#) section of this guide.

Reviewing Carer Status: Caring responsibilities may change over time, demands and responsibilities may increase, diminish or end. You should take the opportunity to discuss and review any changes in your caring responsibilities and reflect on any changes in your support needs.

●●● CHILDCARE

There is a nursery based at Edinburgh campus run by an independent company called Pinocchio's. For further details see:

www.hw.ac.uk/students/international/uk/living/childcare-school-information.htm

At Scottish Borders campus the Osito Nursery is near the campus and provides childcare for children aged between four weeks to eight years old. For further details see:

<http://www.ositonurseryltd.co.uk/80365/info.php?p=2>

You are advised to ensure that any nursery or childminder you use is registered with the Care Commission. Information about childcare provision in your area is available from the Scottish Family Information Service <https://www.families.scot/>

You may be eligible for help with childcare fees through the Childcare Fund. Students wishing to apply must be home students who are fulltime, undergraduate and eligible for student loan support. Students must have applied for the maximum student loan available.

Edinburgh Campus

Student Service Centre

<https://www.hw.ac.uk/services/student-service-centre.htm>

Hugh Nisbet Building, Edinburgh Campus.

Opening hours 10.00 to 16.00 Monday to Friday.

For Scottish Borders Campus

Gillian McLaughlin, Student Advisor

1st Floor, High Mill Building

01896 892178

G.McLaughlin@hw.ac.uk

●●● COMPLAINTS

If for any reason you are unhappy with action taken (or not taken) by the University, or by the standard of service you have received, you may be able to make a formal complaint using the University's Complaints Procedure. Complaints can be made about issues such as:

- + the quality and standard of service or failure to provide a service. This includes academic services and personal support services
- + the quality of facilities or learning resources
- + the quality and standard of administrative processes
- + inappropriate behaviour, attitude or treatment by a member of staff, another student or a contractor

A guide to University complaints policy and procedures for students can be found at: www.hw.ac.uk/students/studies/complaints/complaints.htm

Advice on making a complaint and support in the process can be obtained from the Students' Union Advice Hub who have also produced a guide to the complaints process available at: <http://www.hwunion.com/assets/downloads/hub/complaints.pdf>

●●● COUNSELLING

Being a student can be a very positive experience but there are also many challenges to deal with such as being away from home, being in a new country, exam pressures and building new relationships with friends. If you are worried about any issue or are thinking about dropping out of University we can offer you counselling, support, and information to help you deal with the difficulties you may face. It may be that you only need one appointment but can attend more if you wish.

Information about the counselling service can be found here: www.hw.ac.uk/students/health-wellbeing/edinburgh/counselling.htm

FAQs about counselling:

www.hw.ac.uk/students/health-wellbeing/edinburgh/counselling/faqs.htm

See also other support resources: <https://www.hw.ac.uk/students/health-wellbeing/edinburgh/counselling/other-support-helplines.htm> and Big White Wall <https://www.bigwhitewall.com/v2/landingUK.aspx?ReturnUrl=%2f>

Edinburgh Campus

The Counselling Service at is located within the Student Wellbeing Centre in Hugh Nisbet building and is free and easy to access. Appointments can be requested online, and there is a daily Drop In between 2 to 3pm for which no appointment is needed.

Scottish Borders Campus

Gillian McLaughlin, Student Advisor

01896 892178

G.McLaughlin@hw.ac.uk



●●● DISABILITY SUPPORT

Heriot-Watt is committed to equal opportunities and our students are selected for their academic ability. About 450 of our current students have declared a disability to the University. These are mostly students with specific learning difficulties, but others have unseen disabilities such as epilepsy, asthma or diabetes, as well as sensory impairments, physical disabilities, Asperger's Syndrome and mental health problems.

The Disability Service can provide support and advice on study skills if students have a specific learning difficulty, such as dyslexia, in addition to assistive technology to help students overcome any barriers to learning. We can also speak to your academic School on your behalf.

It is important that you inform us if you have a disability so the appropriate support can be arranged. You may be eligible for additional funding called Disabled Students Allowance; Please see our web page: www.hw.ac.uk/students/health-wellbeing/edinburgh/disability.htm or contact us for further advice.

The Disability Service at Edinburgh campus is located in the Student Wellbeing Centre in the Hugh Nisbet Building.

0131 451 3386

disability@hw.ac.uk

Scottish Borders Campus:

Gillian McLaughlin, Student Advisor

01896 892178

G.McLaughlin@hw.ac.uk

●●● DISCIPLINARY ISSUES

The University can take action against any student if they have committed an academic offence (such as plagiarism, collusion or cheating in an exam) or a non-academic offense such as improper use of, or damage to, university property, unacceptable behaviour etc. Guidance on University disciplinary procedures is available at:

<https://www.hw.ac.uk/students/studies/record/discipline.htm>

If you are subject to disciplinary proceedings you can seek advice from the Student Union Advice Hub who can provide support, including representation at hearings. For more details see: <http://www.hwunion.com/advice-hub/issues>

The Advice Hub have produced a leaflet on Student Disciplinary issues: <https://www.hwunion.com/assets/downloads/hub/diisiplinary.pdf>

Student Union Advice Hub

Opening Hours 10.00 to 16.30 Monday to Friday

0131 451 4535

advice.hub@hw.ac.uk

Scottish Borders Campus

Rachel Jackson, Student Co-ordinator

0300 103 2231

R.Jackson@hw.ac.uk

Heriot Watt University Student Union

Pavilion 2, Flat 1,

Jean Muir Student Village

Galashiels TD1 3JZ

●●● EMAIL

Make sure you keep checking your Heriot-Watt email at least every day and use it if you need to contact the University. Sometimes mail from personal e-mail addresses is blocked by the University's IT systems, so use your Heriot-Watt e-mail to be sure your message gets through to us.

IT Helpdesk Edinburgh Campus

Located at the Customer Service Desk in the Library
between 10.00 to 17.00

0131 451 4045

ithelp@hw.ac.uk

Scottish Borders Campus

HELPDESK (IT & Facilities)

01896 662645

helpdesk@borderscollege.ac.uk

●●● EXAM TIMETABLE

Exam timetable information can be found at: <https://www.hw.ac.uk/students/studies/examinations/timetables.htm>

●●● FAILING A COURSE

Failing a course may be a setback, but it is not necessarily a disastrous one. Students who have failed can go on to pass resits and still graduate with a good degree. If you fail a course it is important you discuss this with your personal tutor in the first instance. Your personal tutor will be able to offer advice on how to obtain detailed feedback and suggest sources of support. For further guidance, see the 'What should I do if I fail?' <http://www.hw.ac.uk/students/studies/examinations/reassessment/what-if-i-fail-.htm>

Make sure you know what the resit arrangements are, more details can be found at: <http://www.hw.ac.uk/students/studies/examinations/re-assessment.htm>

Academic Study Skills

<http://www.hw.ac.uk/is/skills-development/study-support.htm>

Academic Support and Liaison Librarians

<http://www.hw.ac.uk/is/guides/subject.htm>



●●● HARASSMENT AND BULLYING

The University has a policy to combat harassment and bullying <https://www.hw.ac.uk/documents/anti-harassment.pdf> which covers all activities associated with teaching and learning, social interaction, living spaces and social media. Under this policy the “conduct itself and the impact on the recipient” rather than the intention of the perpetrator defines harassment.

The University has a Harassment Advisor on each campus.

Edinburgh Campus

Carol Murray, Head of Counselling and Support,
Student Wellbeing Centre,
Hugh Nisbet Building.
0131 451 3386.

Scottish Borders Campus

Gillian McLaughlin, Student Advisor
1st Floor, High Mill Building
01896 892178
G.McLaughlin@hw.ac.uk

See also the section on Sexual Misconduct

Student Union Advice Hub

Opening Hours 10.00 to 16.30 Monday to Friday
0131 451 4535
advice.hub@hw.ac.uk

Scottish Borders Campus

Rachel Jackson, Student Co-ordinator
0300 103 2231 R.Jackson@hw.ac.uk
Heriot Watt University Student Union
Pavilion 2, Flat 1,
Jean Muir Student Village, Galashiels TD1 3JZ

●●● HEALTH

DOCTORS

You are advised to register with a doctor. www.hw.ac.uk/students/health-wellbeing/edinburgh/doctor.htm

Edinburgh Campus

Students can obtain information about Riccarton General Practice here: www.riccartongeneralpractice.co.uk

Scottish Borders Campus

Galashiels Health Centre (offers GP and dental services and a sexual health clinic) Currie Road, Galashiels TD1 2UA

DENTIST

Edinburgh campus

There is also a dentist on campus, information on Riccarton Dental Practice: <http://www.riccartondental.co.uk>

Scottish Borders Campus

See Galashiels Health Centre details above.

MENTAL HEALTH

Support is offered to students through the Counselling, Disability and University Health Services. <https://www.hw.ac.uk/students/health-wellbeing/edinburgh/disability/support/mental-health-problems.htm>

Information about mental health support including student-led support initiatives is available from the Student Union Advice Hub.

SEXUAL HEALTH

The Advice Hub at Edinburgh campus offers advice on sexual health and a free condom service, known as C-Card, through the NHS. It is free to all staff and students. www.hwunion.com/advice-hub/issues

The Student Union at SBC also offers free condoms.

WELLBEING ACTIVITIES

A range of informal social activities and workshops taking place at Edinburgh Campus:

www.hw.ac.uk/students/health-wellbeing/edinburgh/activities.htm

ONLINE 24/7 SUPPORT

Big White Wall is an online support resource 24 hours a day every day:

www.bigwhitewall.com/v2/Home.aspx#.WalkIU-WyM8

You can sign up with your university email address and then choose an anonymous username for your time on Big White Wall.

Edinburgh Campus

Student Wellbeing Centre,
Hugh Nisbet Building
Open 9.30 to 16.00 during semester time.
0131 451 3386.

studentwellbeing@hw.ac.uk

Scottish Borders Campus

Gillian McLaughlin, Student Advisor
1st Floor, High Mill Building
01896 892178

G.McLaughlin@hw.ac.uk



●●● IT SKILLS AND RESOURCES

See the IT Essentials section of the University website www.hw.ac.uk/is/it-essentials.htm for all the information you need to get started with the range of Heriot-Watt IT resources.

EUROPEAN COMPUTER DRIVING LICENCE

You can gain an internationally recognised IT qualification which demonstrates your competence in a range of computer applications. www.hw.ac.uk/is/skills-development/ecdladvanced-ecdl.htm

There are **POWER HOUR** sessions with an IT focus; particularly using IT skills in referencing, designing posters and in thesis writing. www.hw.ac.uk/services/is/skills-development/power-hours.htm You can get answers to your IT questions.

For **Edinburgh Campus** contact phone:
0131 451 4045
ithelp@hw.ac.uk

or in person at the Helpdesk in the Library.

For **Scottish Borders Campus** contact
helpdesk@borderscollege.ac.uk

In addition a range of **ASSISTIVE SOFTWARE** is available to all students including:

- + Texthelp Read & Write Gold
- + Inspiration (for mind mapping)
- + AudioNotetaker (for organising recordings of lectures)

Further guidance on available [assistive software](#).

FREE AND DISCOUNTED SOFTWARE

Microsoft Office can be installed on personal devices free of charge and a variety of other software is available free of charge or at a discount. For further details see www.hw.ac.uk/services/is/it-essentials/software-for-personal-use.htm

●●● INTERNATIONAL STUDENT SUPPORT

International Student Advisors provide a range of support services to international students including:

- + Fee Status Assessments
- + Information regarding visas, council tax, healthcare, family immigration
- + Confidential service to discuss any concerns
- + Guidance on visa and immigration issues: www.hw.ac.uk/students/international/uk/visas-immigration.htm
- + Guidance on issues of orientation to life in the UK www.hw.ac.uk/students/international/uk/living-in-the-uk.htm

International Student Advice

To make an appointment if you are an Edinburgh campus student please contact

0131 451 3028
isao@hw.ac.uk

Or by arrangement in person at the **Student Service Centre** Monday and Friday 9.30-13.00, Tuesday to Thursday 9.30-13.00 and 14.00-16.00.

For **Scottish Borders Campus** contact

Gillian McLaughlin,
01896 892178
G.McLaughlin@hw.ac.uk

••• MATERNITY AND PATERNITY

The University has a set of published guidelines to ensure that students who become pregnant during their studies know where to seek advice and support, including on matters such as returning to study following a period of maternity leave and on requests for shared leave or paternity leave.

www.hw.ac.uk/students/doc/student-maternity-and-paternity-guidelines-january.pdf

Edinburgh Campus

Student Wellbeing Centre, Hugh Nisbet Building

Open 9.30 to 16.00 during semester time.

0131 451 3386.

studentwellbeing@hw.ac.uk

Scottish Borders Campus

Gillian McLaughlin, Student Advisor

1st Floor, High Mill Building

01896 892178

G.McLaughlin@hw.ac.uk

Student Union Advice Hub

Opening Hours 10.00 to 16.30 Monday to Friday

0131 451 4535

advice.hub@hw.ac.uk

Rachel Jackson, Student Co-ordinator

0300 103 2231

R.Jackson@hw.ac.uk

Heriot Watt University Student Union

Pavilion 2, Flat 1,

Jean Muir Student Village

Galashiels TD1 3JZ



●●● MITIGATING CIRCUMSTANCES

The University Policy on Mitigating Circumstances in Relation to Assessment applies to all Heriot-Watt students and all forms of assessment and covers all modes and locations of study.

For details of the University Policy see:

www.hw.ac.uk/students/studies/examinations/mitigating-circumstances.htm

There are circumstances which, through no fault of your own, mean that an assessment (exams or other assessment) has not accurately measured your ability and your results are not an accurate representation of your expected level of performance. These circumstances are described as 'mitigating circumstances'. You can submit an application to have mitigating circumstances taken into account.

You make an application for Mitigating Circumstances through myHWU.

How to submit an application for consideration of mitigating circumstances

For advice and guidance on mitigating circumstances, contact your personal tutor, Student Wellbeing Services at Edinburgh Campus or the Student Advisor at Scottish Borders Campus or the Student Union Advice Hub.

Student Union Advice Hub

Opening Hours 10.00 to 16.30 Monday to Friday

0131 451 4535

advice.hub@hw.ac.uk

Scottish Borders Campus

Rachel Jackson

Student Co-ordinator

0300 103 2231

R.Jackson@hw.ac.uk

Pavillion 2, Flat 1 Jean Muir Student Village
Galashiels TD1 3JZ

●●● MONEY MANAGEMENT AND FINANCIAL HELP

Money can be a major worry for many students while studying, but the following may be able to help.

- + Please ensure you have applied for the full funding available to you. You can check with your funding body for further information.
- + Learn how to manage your money properly. Nobody gets this right first time but it is an essential skill to develop. Guidance on how to manage your money can be found here <http://www.hw.ac.uk/students/your-money.htm>
- + If you get into financial difficulty, contact the advisor on your campus as soon as you can. They provide advice on budgeting and administer the Discretionary Hardship Fund and the Childcare Fund. Further information can be found at www.hw.ac.uk/students/money/uk/student-hardship-funds.htm
- + The Advice Hub has a small stock of emergency food for students in serious difficulty. It can also offer students an Advice Hub voucher scheme. This provides limited emergency funding for students at the UK campuses to help with living expenses.
- + Part Time Work: The [Careers Service](#) provides support to students seeking part time work. For further information see [part-time work](#)

For advice on the Student Discretionary Fund, Childcare Funding or for general guidance, students are advised to make an appointment to see the advisor on their campus.

Edinburgh Campus

Anna Low
Student Funding Officer

0131 451 3818 A.E.Low@hw.ac.uk

Scottish Borders Campus

Gillian McLaughlin
Student Advisor
01896 892178
G.McLaughlin@hw.ac.uk

A representative from the University's central finance team is now permanently available in the Student Service Centre to answer any finance related questions. These include:

- + SAAS and SLC funding enquiries.
- + Student Account enquiries.
- + Invoice issues
- + Payment issues
- + Setting up student payment plans
- + Sponsor enquiries
- + Tuition and accommodation financial enquiries.
- + Banking issues

Student Union Advice Hub

Opening Hours 10.00 to 16.30 Monday to Friday
0131 451 4535 advice.hub@hw.ac.uk

Scottish Borders Campus

Rachel Jackson, Student Co-ordinator
0300 103 2231 R.Jackson@hw.ac.uk
Heriot-Watt University Student Union
Pavillion 2, Flat 1,
Jean Muir Student Village,
Galashiels TD1 3JZ

Student Service Centre

Opening hours 10.00 to 16.00 Monday to Friday
Located in the Hugh Nisbet Building, Edinburgh Campus
0131 451 3000 StudentCentre@hw.ac.uk



●●● PART-TIME WORK

Information on part-time and seasonal jobs is available on the Careers Advisory Service web pages:

www.hw.ac.uk/students/careers/uk/jobs/part-time-jobs.htm

Careers Service at Scottish Borders Campus

High Mill, 007

01896 892157 careersbc@hw.ac.uk

Open: 9.00 to 17.00, Monday to Friday

Booked Appointments: Contact to arrange.

●●● PERSONAL TUTOR

Every student has a member of academic staff allocated to them as a personal tutor who will be a key source of advice, guidance and support throughout your degree. Your personal tutor is your first point of contact if you need advice on any issue, both academic and non-academic. Personal tutors can also advise you of other support sources as appropriate. Personal tutors provide a clear point of contact for you throughout your degree.

The name of your personal tutor is available on Student Self Service. However, if you have any questions about contacting your personal tutor you should contact your School Office. You will have the opportunity to meet your personal tutor at scheduled times throughout the academic year. You can also contact them at any time to arrange meetings. Personal tutors will expect you to attend any meetings you have arranged, if for any reason you are unable to; you must contact your personal tutor and let them know. You should then re-arrange your meeting for another occasion.

www.hw.ac.uk/students/new-students/uk/getting-connected/personal-tutors.htm

●●● PEOPLE FINDER

Find a key person on campus by using People Finder
<https://my.hw.ac.uk/PeopleFinder>

●●● PRINTING, SCANNING AND PHOTOCOPYING

You are allocated a free print quota at the start of each academic year. If you require more then you have the option of purchasing this. To find out details of print quota entitlements as well as the printing, copying and scanning resources that are available to you see

www.hw.ac.uk/services/is/it-essentials/printing.htm

●●● SCHOOL OFFICES

If you have any general enquires you can visit your School Office. For example, if you need to change your courses or you need to find out who is your personal tutor.

OFFICE/CONTACT DETAILS

Engineering and Physical Sciences

EPS Student Support Office
James Nasmyth 1.09
0131 451 4100
EPSSSO@hw.ac.uk

Social Sciences

Mary Burton 1.23
0131 451 3556
students.soss@hw.ac.uk

Mathematics and Computer Science

Earl Mountbatten 1.24
0131 451 3324
macs-schooloffice@hw.ac.uk

Energy, Geoscience, Infrastructure and Society

Edwin Chadwick 1.03 /
0131 451 8363
EGIS-enquiries@hw.ac.uk

Textiles and Design

Reception,
3rd Floor
High Mill Building
01896 892267
g.poddubecki@hw.ac.uk

●●● SETTLING INTO STUDENT LIFE

There are lots of activities and fun things to get involved in at Heriot-Watt and you are bound to find something of interest to you.

CLUBS AND ACTIVITIES AT EDINBURGH CAMPUS:

www.hw.ac.uk/students/new-students/uk/getting-connected/clubs-activities.htm

STUDENT UNION SOCIETIES

www.hwunion.com/get-involved/societies

SPORTS UNION

www.hw.ac.uk/uk/edinburgh/sports/sports-union.htm

CHAPLAINCY

(People of all faiths and no religious faith are welcome.)
www.hw.ac.uk/chaplaincy

STUDENT WELLBEING ACTIVITIES

(all welcome)
www.hw.ac.uk/students/health-wellbeing/edinburgh/activities.htm

SCOTTISH BORDERS CAMPUS

Contact the Student Union <http://www.hwunion.com/sbc> if you are having difficulties settling in and would like to talk to someone about this, please contact studentsupport@hw.ac.uk

STUDENT WELLBEING ACTIVITIES

(all welcome)
www.hw.ac.uk/students/health-wellbeing/borders/wellbeing-activities.htm



••• SEXUAL MISCONDUCT

The University is committed to providing a safe environment that allows you to work, study, and fulfil your potential without fear of sexual misconduct and has a policy to combat sexual misconduct. The Policy covers a broad range of inappropriate, unwanted, behaviour: <https://www.hw.ac.uk/students/health-wellbeing/edinburgh/counselling/problems/sexual-misconduct.htm>

If you, or another student has experienced any form of sexual misconduct please contact Student Wellbeing or the Student Advice Hub for help and advice.

Edinburgh Campus

Student Wellbeing Centre, Hugh Nisbet Building
Open 9.30 to 16.00 during semester time.
0131 451 3386.

studentwellbeing@hw.ac.uk

Scottish Borders Campus

Gillian McLaughlin, Student Advisor
1st Floor, High Mill Building
01896 892178

G.McLaughlin@hw.ac.uk

Student Union Advice Hub

Opening Hours 10.00 to 16.30 Monday to Friday
0131 451 4535

advice.hub@hw.ac.uk

Rachel Jackson, Student Co-ordinator
0300 103 2231

R.Jackson@hw.ac.uk

••• STUDENT ADMIN ISSUES

The Student Service Centre at Edinburgh campus provides:

- + Issue of ID cards
- + Council Tax exemptions
- + Update of contact details/addresses
- + Transcripts and certifications
- + Graduation applications
- + Processing payments and dealing with payment-related enquiries
- + Providing advice and signposting for students to other University, School and Professional services

For further details see

www.hw.ac.uk/services/student-service-centre.htm

Student Service Centre

Opening hours 10.00 to 16.00 Monday to Friday
Located in the Hugh Nisbet Building, Edinburgh Campus
0131 451 3000

StudentCentre@hw.ac.uk

Scottish Borders Campus
Enrolment Process and Student Records
Gayle Poddubecki, School Administrator
01896 892267

g.poddubecki@hw.ac.uk

Fay Lockie, Student Records Assistant
01896 892163

f.lockie@hw.ac.uk

Student Union Advice Hub

Opening Hours 10.00 to 16.30

Monday to Friday

0131 451 4535

advice.hub@hw.ac.uk

Scottish Borders Campus

Ruth Jackson

Student Co-ordinator

R.Jackson@hw.ac.uk

Heriot Watt University Student Union

Pavilion 2,

Flat 1,

Jean Muir Student Village

Galashiels

TD1 3JZ

STUDENT SUCCESS ADVISORS

Nobody knows the challenges of being a Heriot-Watt student better than those who have been through it all themselves. With the benefit of recent experience and successful study at Heriot-Watt, the Student Success Advisors will be able to offer advice to students based on their own experiences. They will also have an overview of the other support resources available at Heriot-Watt and point you in the right direction if you need it.

www.hw.ac.uk/students/health-wellbeing/edinburgh/student-success-advice.htm

studentsuccess@hw.ac.uk

THE STUDENT UNION ADVICE HUB

Students can access advice, guidance and support independent of the University from the Heriot-Watt Students' Union Advice Hub.

The Student Union Advice Hub will provide guidance or refer you to the appropriate service on any issue you need help with on both Edinburgh and Scottish Borders Campuses.

Students can contact the Advice Hub for:

- + Academic Appeals
- + Complaints
- + Disciplinary Proceedings
- + Financial support and advice
- + Advice on consumer issues
- + Confidential advice and support relating to sexual health and contraception
- + Mitigating Circumstances

General information on available services can be found at:

www.hwunion.com/advice-hub

Advocacy support is also available through the Student Union by contacting Union.president@hw.ac.uk



●●● TEMPORARY SUSPENSION OF STUDIES

In certain situations it may be in a student's best interests for them to suspend their studies temporarily to enable them to deal with particular issues and return at an agreed date. A Temporary Suspension of Studies (TSS) can be applied for and approved on the basis of genuine medical, personal, financial reasons or military service. Further details can be found at:

www.hw.ac.uk/students/studies/leaving/temporary-suspension-studies.htm

●●● THINKING OF LEAVING

If you are thinking about leaving university for whatever reason please talk through your decision with a member of staff at the university.

Many students think about leaving university at some stage during their studies. If anything is bothering you or you are thinking about leaving, you can come along to a drop in to speak to a member of support staff to explore and understand all of your options. These may include additional help, a temporary suspension of studies or transferring to another course. We can help ensure that you have all the information and support you need to make the decision that is right for you. For more information go to:

www.hw.ac.uk/students/studies/leaving.htm Remember, we are here to help.

You can attend a drop in during term time:

- Tuesday 14.00 to 16.00 Student Wellbeing Centre, Hugh Nisbet Building
- Friday 10.00 to 12:00 Student Wellbeing Centre, Hugh Nisbet Building

Alternatively, you can contact us by emailing:

thinkingofleaving@hw.ac.uk

For **Scottish Borders Campus** please contact

Gillian McLaughlin,

Student Advisor

01896 892178

G.McLaughlin@hw.ac.uk

●●● TIMETABLES

Teaching timetables can be found here:

<http://www.hw.ac.uk/students/studies/timetables.htm>

If you are having issues with your timetable you should contact your School Office.



●●● VISION

Vision is Heriot-Watt's Virtual Learning Environment (VLE) and is a vital learning and communication tool for you and your lecturers, so make sure you log in and check Vision every day.

A Student Guide to VISION can be found here

www.hw.ac.uk/services/docs/VisionStudentGuide.pdf

If you are having trouble accessing or using Vision or have any questions about it you can contact the IT Helpdesk.

IT Helpdesk

0131 451 4045

ithelp@hw.ac.uk

For Scottish Borders campus:

helpdesk@borderscollege.ac.uk

or in person by visiting the Customer Service Desk in Edinburgh or Scottish Borders Library between 10.00 and 17.00.



●●● WELLBEING SUPPORT

If you would like to talk to someone about any issue bothering you or if you are unhappy with how things are going but not sure what to do, Student Wellbeing Services offer a daily drop in between 2 and 3 every weekday. You can talk to an advisor without an appointment who can offer advice and help you identify any other support resources that might help you. To access the drop in Just come to the Student Wellbeing Centre reception.



●●● YOUR DETAILS

For legal, academic and administrative purposes it is very important that the information the University holds about you is correct and up to date. You can check and amend your personal information by logging in to Student Self Service.

Student Self Service Log In Page:

https://myhwu.hw.ac.uk/HWSAS8/twbkwbis.P_WWWLogin

DISCLAIMER

All details correct at the time of printing.
Details may be subject to change.

CONTACT US

Keith MacAskill
Student Experience Manager
Student Wellbeing Services
0131 451 4260
K.MacAskill@hw.ac.uk

www.hw.ac.uk